

December 11, 2013

Public Service Commission of SC
Attention: Clerk's Office
Post Office Drawer 11649
Columbia, SC 29211

RECEIVED
DEC 13 2013
PSC SC
CLERK'S OFFICE

SUBJECT: Carolina Water Service, Inc. Request for Rate Increase

I have been a customer of Carolina Water Service since I moved to SC in 1979. At that time, I had a newborn and was forced to purchase formula and disposable bottle bags for her well being—water from “sterilized” bottles was a form of gooey water. I also have photos of tub water that was brown on several occasions. I had a meeting at my home with a PSC representative and CWS representative to discuss several issues.

Fast forward to 2013. My current neighborhood continues to have problems. In addition, I have personally experienced several issues.

1. My monthly bill will jump \$10 to \$15 for no reason. I do not water my yard. I do not have a pool. I am the only resident—no large family, no long shower takers, no tub baths.
2. Some mornings the water smells like sewer water—definitely not appealing when brushing one's teeth.
3. Many days it comes out of the faucet a white color. I would assume from air in the water.
4. If there is a disruption in water, the lines fill with air. The explosion that occurs when your water is restored is unbelievable to the point it makes the toilet shake.

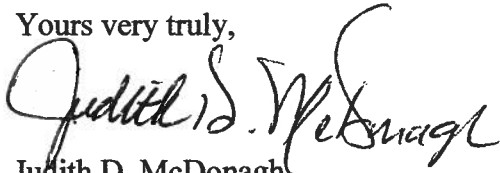
I am responsible for the water charges at 2 addresses. My bill averaged about \$117-\$124 a month for both houses. However, between June and August 2013, my bill was up approximately \$17.00. Why??? When I inquired about the increase with Carolina Water Service they said if people use more water and there is a higher demand, I will have to pay for that demand as the water is “shipped” into our service area. That makes no sense!! I try to be very conservative with my water and electricity to keep my monthly charges to a minimum. Why should I pay more because someone else is using more??

I would like to encourage the Public Service Commission to consider denying any rate hike for this company. We pay the highest rates around!! The company's excuse for such rate hikes is to improve system, new filters (my all time favorite), environment, etc.

If you approve this increase, I would be paying over \$100.00 a month for my residence alone!! Many of the residence in my community are retired. This outrageous cost has got to stop. It begins by you denying any rate increase.

I do thank you for taking the time to read this and for your consideration in this matter.

Yours very truly,

A handwritten signature in black ink, appearing to read "Judith D. McDonagh". The signature is fluid and cursive, with the first name "Judith" being the most prominent.

Judith D. McDonagh
235 Timbergate Drive
Lexington, SC 29073